

Doosan Moxy AS develop, manufactures and markets articulated dump trucks for world markets. The factory is located in Elnesvågen, 20 km north of Molde and has 120 skilled workers and a building of 20,000 m2. From 2009 Moxy was a part of the international construction machinery manufacturer, Doosan. With locations in 33 countries, Doosan offered entry into several new markets. The company has high ambitions and a strong focus on people development and technology.

We are searching:

Parts Sales & Customer Service



The position is assigned following responsibilities:

- Work directly for the AfterMarket Manager to proactively solve issues related to parts sales, availability, and pricing. Establish policies regarding parts sales and service for internal and external stakeholders including dealers, customers, former dealers, and parts distribution centers.
- Primary responsibilities will include development of new part sales, increasing parts capture rates, understanding the VOC (Voice of Customer) related to part sales, stock levels and quality. This position will work together in a small team to deliver excellent service and increase our brand value by being professional, pro-active and diligent. Development of new potential business is critical to this position.
- Develop metrics for internal and external use to measure our performance
- Understand global concerns of regional PDCs (Parts Distribution Centers) as well as handle the relationship between key suppliers for parts together with Purchasing and Quality.
- Provide support and guidance for parts process: order to fulfillment.
- Define, in coordination with the Aftermarket team, the overall strategy for Doosan Moxy parts business.
- Provide detailed analysis on issues from the field and follow-up with correct functional leader to find a quick solution for the customer.

The position will directly report to the AfterMarket Manager for Doosan Moxy.

Minimum Requirements:

- 3 -5 years experience in sales, service, customer service
- Strong technical understanding
- Customer facing experience
- Fluent English + minimum an additional language
- Project Management skills
- Strong PC Skills

Further information about the position please contact Managing Director Stefan Brosick
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